



SHELBY COUNTY
invites applications for the position of:
Executive Director, Shelby County 9-1-1

An Equal Opportunity Employer

SALARY

Annually
\$80,280.00 - \$104,747.00

OPENING DATE: 02/18/11

CLOSING DATE: 03/17/11 05:00 PM

JOB SUMMARY:

This is an executive level position managing all aspects of the County's emergency communications (9-1-1) center providing public safety communications and dispatch services to law enforcement agencies, fire departments and EMS agencies. This position directs and monitors all technical, personnel and fiscal management activities of the 9-1-1 center and is responsible for the administration of the programs and operations within this area. Work is performed under the direct supervision of the Shelby 9-1-1 Board of Directors.

ESSENTIAL FUNCTIONS: Responsible for the direction, control and effective operation of the County's 9-1-1 operations environment and personnel. Establishes standard operating procedures, policies and regulations for the entity. Ensures compliance with all applicable federal, state and local laws and regulations. Directs, coordinates and monitors the overall activities and personnel of the entity, including enforcing policies, procedures and regulations. Evaluates the efficiency and effectiveness of operations and equipment and initiates enhancements. Administers personnel policies and actions inclusive of but not limited to hiring, merits, disciplinary actions, and termination of center staff. Directs the maintenance of operating records and submits periodic reports and recommendations. Prepares and administers communications center budget. Directs internal training and development. Primary liaison with public safety agencies, elected officials, media, vendors and the general public in regards to emergency communication matters, subject to guidance and boundaries set by the Shelby 9-1-1 Board of Directors. Provides dispatching services (radio, telephone, computer systems, etc.) to all public safety entities under contract with Shelby 9-1-1. Conducts research to stay current on new communications trends. Administers the purchase, requisition, and maintenance of all supplies, equipment, and facilities. Performs related work as required.

KNOWLEDGE, SKILLS, AND ABILITIES: Comprehensive knowledge of 9-1-1 systems and emergency communications. Demonstrated operational knowledge of Computer-Aided Dispatching systems and radio communications. Demonstrated operational knowledge of law enforcement, fire, emergency medical services and disaster management communications procedures, protocols and terminology. Experience managing over 20 dispatch professionals in a 24x7 mission critical environment. Ability to effectively plan, organize and supervise the work of others. Ability to deal courteously with the public and to establish and maintain favorable public relations. Ability to develop and maintain effective working relationships with all County law enforcement, fire and EMS officials as well as City/County officials, employees of other support departments, and the general public. Ability to communicate clearly and effectively, both orally and in writing.

Experience developing and implementing a strategic vision to expand/enhance emergency communications mission. Experience in preparing, evaluating and implementing business case operational plans based on fiscal modeling.

QUALIFICATIONS AND REQUIREMENTS

MINIMUM REQUIREMENTS: Bachelors Degree or equivalent combination of education and experience which provides the required knowledge, skills and abilities. Emergency Number Professional (ENP) Certification at appointment, or within initial year of employment. Five (5) years managerial experience operating a consolidated PSAP with multiple agencies (Law enforcement, Fire, EMS). Ability to work non-standard hours, be on call, coordinate and ensure services are operational on a continuous basis (24 x 7) and travel as necessary. An average maximum response time not to exceed 30 minutes (from residence to the 9-1-1 center) within 6 months of employment is a requirement. Successful completion of a background check on a local and national level.

PREFERRED QUALIFICATIONS:

Supervisory experience in consolidated PSAP encompassing a population of 200k. Experience with double digit population growth and consolidation of dispatching operations. Hands on experience with Intergraph Public Safety Computer-Aided Dispatch. Solid understanding of GIS concepts and other location based technologies

- Registered Professional Leadership certification by the Association of Public Communications Officials within two years of appointment.
- Effective oral and written communication skills, with examples of previous work products
- Excellent computer skills
- Skilled negotiator and ability to build consensus
- Ability to formulate and execute strategic & long-range plans
- Ability to leverage outside resources, energy & partnerships
- Ability to form meaningful working relationships with a variety of constituents
- Motivational leadership skills
- Ability to handle conflicting priorities and work schedules to meet challenging deadlines.

PHYSICAL DEMANDS & WORK ENVIRONMENT

Work is primarily performed in an office with some outside travel.

OTHER IMPORTANT REQUIREMENTS AND INFORMATION

AGENCY OVERVIEW: Shelby County 9-1-1 is located in Pelham, Alabama. It is an Emergency Communications District formed under [Alabama Section 11-98](#) and is governed by a Board of Commissioners appointed by the [Shelby County Commission](#).

Shelby County 9-1-1's [web site](#) details the agency's scope of operation and agencies served.

PRE-EMPLOYMENT/POST OFFER DRUG SCREENING: Shelby 9-1-1 is committed to providing and maintaining a drug-free work environment. After receiving a conditional offer of employment, applicants are required to pass a drug test conducted at a test site designated by Shelby 9-1-1.

Shelby 9-1-1 is an Equal Opportunity Employer. Qualified applicants are considered for all positions without regard to race, color, religion, sex, national origin, age, marital or veteran status, disability or any other legally protected status.

APPLICATIONS MAY BE OBTAINED AND FILED ONLINE AT:
<http://agency.governmentjobs.com/shelby/default.cfm>
ALTERNATIVE FORMAT MAY BE OBTAINED AT:
PO Box 1350
Columbiana, AL 35051

Job #9111-01
EXECUTIVE DIRECTOR, SHELBY COUNTY 9-1-1
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Executive Director, Shelby County 9-1-1 Supplemental Questionnaire

The purpose of this Supplemental Questionnaire is to obtain additional job related information in order to evaluate your education, training and experience relative to the position you are applying for. It is important to answer questions truthfully and honestly. All answers must be supported by the Work Experience and Education sections of your online Application. Applications are subject to disqualification for responses that don't match or cannot be confirmed.

- * 1. Do you have five years of progressively responsible leadership duties in a consolidated PSAP?
 Yes No

- 2. If Yes to the above question, please explain this experience including number of employees directly supervised.

- * 3. Please explain the size (population area) and scope (agencies) of your PSAP experience?

- * 4. Please summarize the scope of your budget experience?

- * 5. Please summarize the scope of your Human Resources experience?

- * 6. Please summarize the depth of your technology experience as it relates to this position?

- * 7. I understand that failure to thoroughly and accurately complete the "Education" and "Work Experience" sections on my application and the "Supplemental Questionnaire" will result in my application being rejected.
 I have read and understand the above information.

- * Required Question